

Services Currently Provided by the Business Partner

eBHC

AIX System Admin

- Performance Monitoring (I/O, CPU, Memory)
- Coordinate hardware changes
- Coordinate OS Upgrades/patch
- Application Software installation, upgrades and patches
- System tuning (Kernel, network)
- Forecasting and Capacity Planning
- System Monitoring (File System, Disk Capacity)
- Problem Identification and Resolution

Backup and Recovery

Batch Operation

- Level 1 Support
- Level 2 Support

Batch Scheduling

- Tivoli Workload Scheduler

Change and Problem Management

Data Center HIDS/NIDS

- Security Monitoring 24x7x365
- Security Controls Policy

Data Center Facility Manager

Database Support

- Monitoring (Uptime)
- Backup and Recovery
- Perform upgrades and patches (Prod)
- Provide 24x7x365 Support

Disaster Recovery

Hardware Support

- Hands and Eyes
- Hardware upgrades
- Monitoring (Uptime)
- OS Upgrades and patches
- Problem Identification and Resolution
- SAN Hardware Support
- Tape and Media Support

ID Management – UNIX and Windows

- Create/Delete User IDs
- Reset/Unlock User Accounts (Prod)

Infrastructure Architect

Infrastructure Security Architect

Intel System Admin

- Performance Monitoring (I/O, CPU, Memory)
- Coordinate hardware changes
- Coordinate OS Upgrades/patch
- Application Software installation, upgrades and patches
- System tuning (Kernel, network)
- Forecasting and Capacity Planning
- System Monitoring (File System, Disk Capacity)
- Problem Identification and Resolution

Middleware Support – Application Software

- Installation and Configuration
- WebSphere, HTTP Server, Wily, Pitney Bowes, Adobe, MQ, Hyperion

Network/Firewall

- Define and Apply Rules
- Document Operation and Authorization Process

Offsite Tape Management

Operations

- Monitor Systems (Uptime, Daily Matrix)
- Business Hour Support Time
- On Call Incident Management
- Restart Processes
- Document Issues/Resolutions

Performance Architect

Storage Area Network (SAN)

- Disk Allocation
- Forecasting and Capacity Planning
- Define Backup and Restores Procedures
- Performance Tuning
- Upgrade and Patches

Project Office – Tech Arch

AIX System Admin

- Authorize Hardware changes
- Authorize OS Upgrades/patch

Backup and Recovery

- Define Procedures

Batch Operation

- Level 3 Support

Batch Scheduling

- Develop Batch Schedule

Database Support

- Manage Databases
- Perform upgrade and patches (Non-Prod)
- Provide 24x7x365 Support

Disaster Recovery

- Approve DR Plan
- Participate in planning DR exercise
- Perform DR Task

ID Management

- Reset/Unlock Non-Production User Accounts

Infrastructure Architect

Infrastructure Security Architect

Intel System Admin

- Authorize Hardware changes
- Authorize OS Upgrades/patch

LCSA Support

- E-mail, Anti-Virus, Client Software, TCM
- Network Support
- Security
- Windows Admin/Domain
- Hardware/Software Installation
- Software Distribution Packaging

Middleware Support

- Coordinate Application Software Updates

Network/Firewall

- Authorize and coordinate network changes

Performance Architect

Storage Area Network

- Authorize Disk Allocation

Managed Services

Backup and Recovery

Batch Operation

- Level 1 Support
- Level 2 Support

Data Center HIDS/NIDS

- Security Monitoring 24x7x365
- Security Controls Policy

Database Support

- Monitoring (Uptime)
- Backup and Recovery

Data Center Facility Manager

Disaster Recovery

Hardware Support

- Hands and Eyes
- Hardware upgrades
- Monitoring (Uptime)
- OS Upgrades and patches
- Problem Identification and Resolution
- SAN Hardware Support
- Tape and Media Support

Infrastructure Security Architect

Network/Firewall

- Apply Rules
- Document Operation and Authorization Process

Offsite Tape Management

Operations

- Monitor Systems (Uptime, Daily Matrix)
- Business Hour Support Time
- On Call Incident Management
- Restart Processes
- Document Issues/Resolutions

Performance Architect

Storage Area Network (SAN)

- Backup and Recovery
- Upgrade and Patches

DCSS Provided Services (CSE Specific)

AIX System Admin

- Performance Monitoring (I/O, CPU, Memory)
- Authorize and Coordinate hardware changes
- Authorize and Coordinate OS Upgrades/patch
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- Problem Identification and Resolution

Backup and Recovery

- Define Procedures

Batch Operation

- Level 3 Support

Batch Scheduling

- Tivoli Workload Scheduler
- Develop Batch Schedule

Change and Problem Management

Database Support

- Manage databases
- Perform upgrades and patches
- Provide 24x7x365 Support

Disaster Recovery

- Approve DR Plan
- Participate in planning DR exercise
- Perform DR Task

ID Management – UNIX and Windows

- Create/Delete User IDs
- Reset/Unlock User Accounts

Infrastructure Architect

Infrastructure Security Architect

- CSE Application

Intel System Admin

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Middleware Support – Application Software

- Installation and Configuration
- WebSphere, HTTP Server, Wily, Pitney Bowes, Adobe, MQ, Hyperion

Network/Firewall

- Define Rules
- Document Operation and Authorization Process
- Authorize and coordinate network changes

Performance Architect

Storage Area Network (SAN)

- Disk Allocation
- Forecasting and Capacity Planning
- Performance Tuning
- Authorize and coordinate upgrades and patches

* Note: Blue Highlighted Text indicate this service can be provided by DCSS or Managed Services

BP CSE Help Desk

Help Desk – Boulder, CO.

CSE Help Desk Agent
- Level 1 System Support
CSE Help Desk Manager
CSE Help Desk Team Lead
CSE Problem Process Coordinator
CSE Problem Resolver
CSE Problem Resolver Group Leader
Customer Satisfaction Manager
- Surveys

Facility

- 800 Number
- CentreVu
- **ManageNow**
- eESM
- Scripts
- Status Board
- Problem Interface Flow
- Enterprise Systems Management Reporting Technology

Project Office

CSE Help Desk Agent
- Level 2 System Support
- Level 3 System Support
Service Entitlement Failure State Contact
State Liaison



DCSS CSE Help Desk

CSE Help Desk Agent
- Level 1 System Support
- Level 2 System Support
- Level 3 System Support
CSE Help Desk Manager
CSE Help Desk Team Lead
CSE Problem Process Coordinator
CSE Problem Resolver
CSE Problem Resolver Group Leader
Customer Satisfaction Manager
- Surveys
Facility
- 800 Number
- CentreVu
- **ClearQuest (Replacement for ManageNow)**
- eESM
- Scripts
- Status Board
- Problem Interface Flow
- Enterprise Systems Management Reporting Technology
Service Entitlement Failure State Contact
State Liaison

* Note: Red Highlighted Text indicate application will not migrate to DCSS.